

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Patent Application of:  
Masaya NAGATA

Application No.: 10/083,409

Confirmation No.: 7393

Filed: February 27, 2002

Art Unit: 3627

For: SERVICE MANAGEMENT METHOD,  
SERVICE MANAGEMENT APPARATUS,  
SERVICE MANAGEMENT NETWORK  
SYSTEM, SERVICE MANAGEMENT  
PROGRAM, AND COMPUTER PROGRAM  
PRODUCT STORING THE SERVICE  
MANAGEMENT PROGRAM

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Examiner: Asfand M. Sheikh

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Madam:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated December 10, 2008, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 18 of this paper.